

Training Announcement

Confrontation Without Conflict

Balancing Accountability and Respect

This course provides individuals, teams and organizations the skill to “change the world one conversation at a time!” This training gives every individual immediate useable skills to increase personal confidence – Results are seen in increased productivity and the creation of a commitment culture. Increase your communication skills by understanding how to recognize the stages of a problem and why effective confrontation will help you reduce stress and increase your effectiveness.

Objectives:

This course will address the following areas:

- Immediate Usable Skills to Confront Effectively and Increase Effectiveness for all Levels of Communication
- Foundations for Problem Solving Without Conflict

Core Competencies:

- Confrontation Skills for Problem Solving
- Identify Behaviors that Engender Trust
- Confrontation Continuum
- Problem Solving Model
- Identify Action Steps for Successful Relationships

Target Audience:

Leaders wanting to improve their bottom line “One Relationship at a Time”. All levels of supervision and those who want to add more conflict resolution skills to your tool box.

Course Dates and Location:

Dates: October 11th, 2011

Time: 8:00 a.m. –5:00 p.m. (1 hour break for lunch)

Location: Technology Services Building, 217 N. 1st ST. Yakima, WA 98901



7513 Tarpiscan Road
Malaga, WA 98828

office 509.662.4495

cell 509.630.3022

e-mail mmpagnew@aol.com

Course Registration:

Cost: \$129 before September 30th^h, 2011. 15% discount for 2 or more from the same organization. \$159 after September 30th, 2011.

Registration on line at: mariaagnew@mariaagnew.com or mail your check to:

Maria Agnew—Consulting
7513 Tarpiscan Rd.
Malaga, WA 98828

This Course is recognized by the Washington State Criminal Justice Training Center as elective leadership training hours.

About the Instructor:

Maria is currently the Patrol Lieutenant with the Chelan County Sheriff's Office and has been in Law Enforcement for 23 years. She is a certified leadership trainer with the Washington State Criminal Justice Center in First and Mid-level management. Maria is also a certified Influencing Options Trainer, specializing in communication skills and confrontation without conflict. She has Masters Degree in Organizational Development, and has worked with a variety of public disciplines such as: Law Enforcement, Corrections, The United States Forest Service, The National Park Service and local colleges. She has conducted a variety of training for all levels of supervisors and managers. For more information you can visit her webpage at mariaagnew.com.